

FRESNO, CALIFORNIA
CLASS SPECIFICATION
PROGRAM TECHNICIAN

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Program Technician is the first level in a five level Programs series. Incumbents administer program components, teach educational classes, conduct program related research, implement programs or projects as directed, oversee the work of contractors, maintain records, and provide referral services to customers.

The Program Technician is distinguished from the Program Specialist, which has case management responsibilities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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|----|---|------------------|
| 1. | Assists in preparing and coordinating a wide variety of public events, classes and/or activities, which may include: procuring and monitoring supplies and inventory; setting up sites; monitoring events and sites to ensure safety; cleaning and organizing sites; and/or, performing other related activities. | Daily
40% |
| 2. | Responds to requests for information and/or provides assistance to the public, employees, external agencies and organizations, and other interested individuals regarding programs, registration, and/or other issues. | Daily
20% |
| 3. | Assists in carrying out daily activities of assigned programmatic area, which may include: distributing food; monitoring activities; enforcing class behavior rules; preparing snacks; assisting with art projects; supervising bathroom breaks; preparing supplies; and/or, performing other related activities. | Daily
20% |
| 4. | Prepares and solicits coaches and/or vendors for programs, which may include: assembling coaching packets; organizing coaches meetings; notifying volunteer coaches of upcoming activities; soliciting vendors; and/or, performing other related activities. | Quarterly
10% |
| 5. | Participates in the registration of customers, which may include: entering information into database(s); photocopying registration forms; preparing player rosters; and/or, performing other related activities. | Quarterly
10% |
| 6. | Performs other duties of a similar nature or level. | As
Required |

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Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and one year of experience related to area of assignment are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Valid State of California Driver's License, Class C.

Knowledge (position requirements at entry):

Knowledge of:

- Principles, policies, practices and operations in assigned area of responsibility;
- Office procedures, principles, practices and equipment;
- Customer service policies, principles and practices;

Skills (position requirements at entry):

Skill in:

- Providing customer service;
- Using a computer and related software applications;
- Handling multiple tasks simultaneously;
- Using modern office equipment;
- Working with youth;
- Resolving conflict;
- Coordinating activities in assigned programmatic area;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, crouching, pulling and pushing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

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Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007